

FIG. 1

PRIOR ART

SALES ORDER SUPPORT

REQUIRED DATA SET

ORDER TAKER Ext

CUSTOMER SERVICE MANAGER Ext.

FORMS

ELECTRONIC ORDERS- DATA/ IP

ELECTRONIC ORDERS- DATA/ FR

ELECTRONIC ORDERS- DATA/ PL

ELECTRONIC ORDERS- VOICE

DATA/ P

USRP

ORDER TAKER
UNIVERSAL SERVICE
MANAGER

LD VOICE

ON

SDN-00N

MFS-00N

OBS-00N

LOCAL VOICE

BES

IDTO-L

PWOTI

LIFE

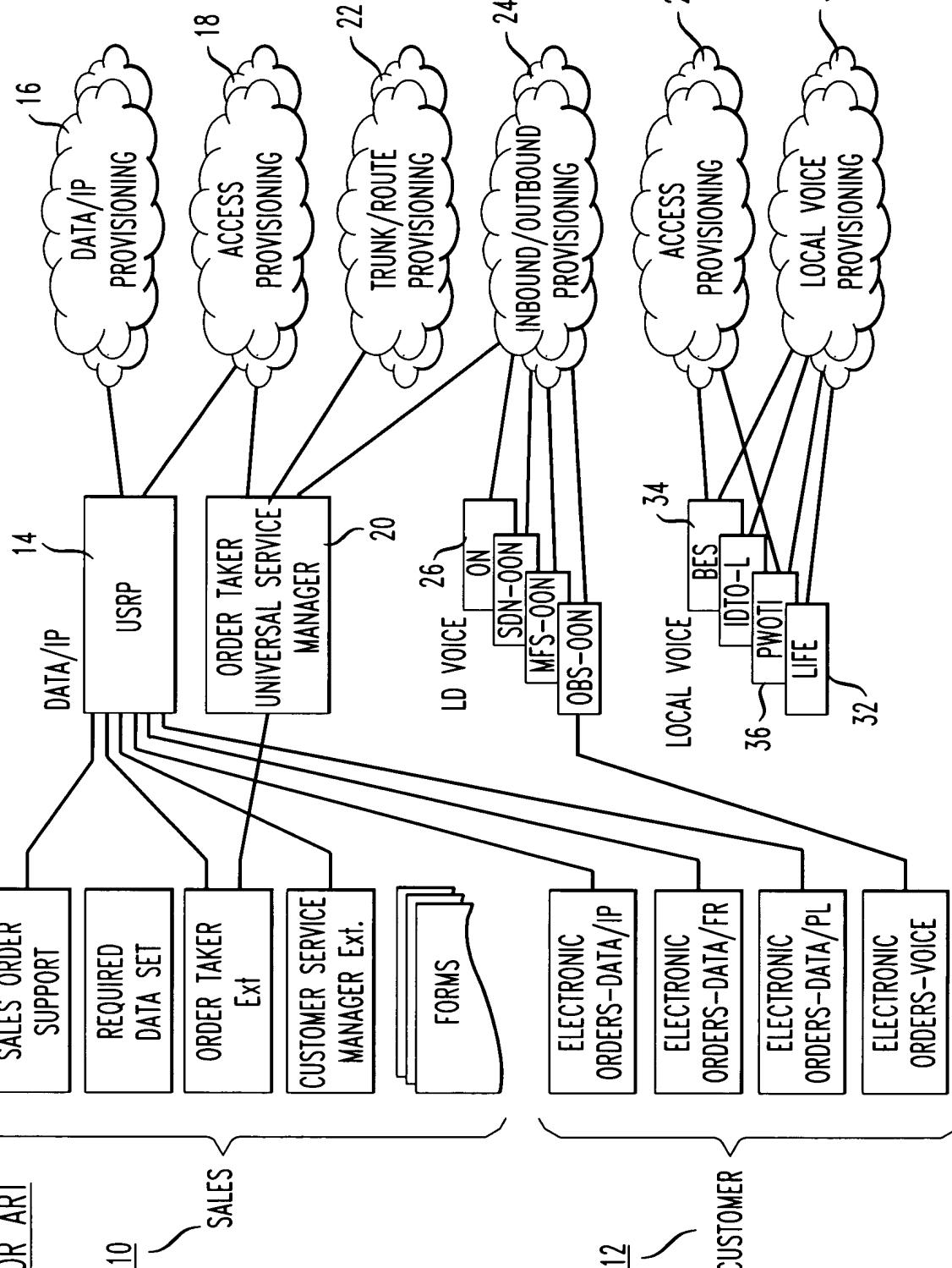
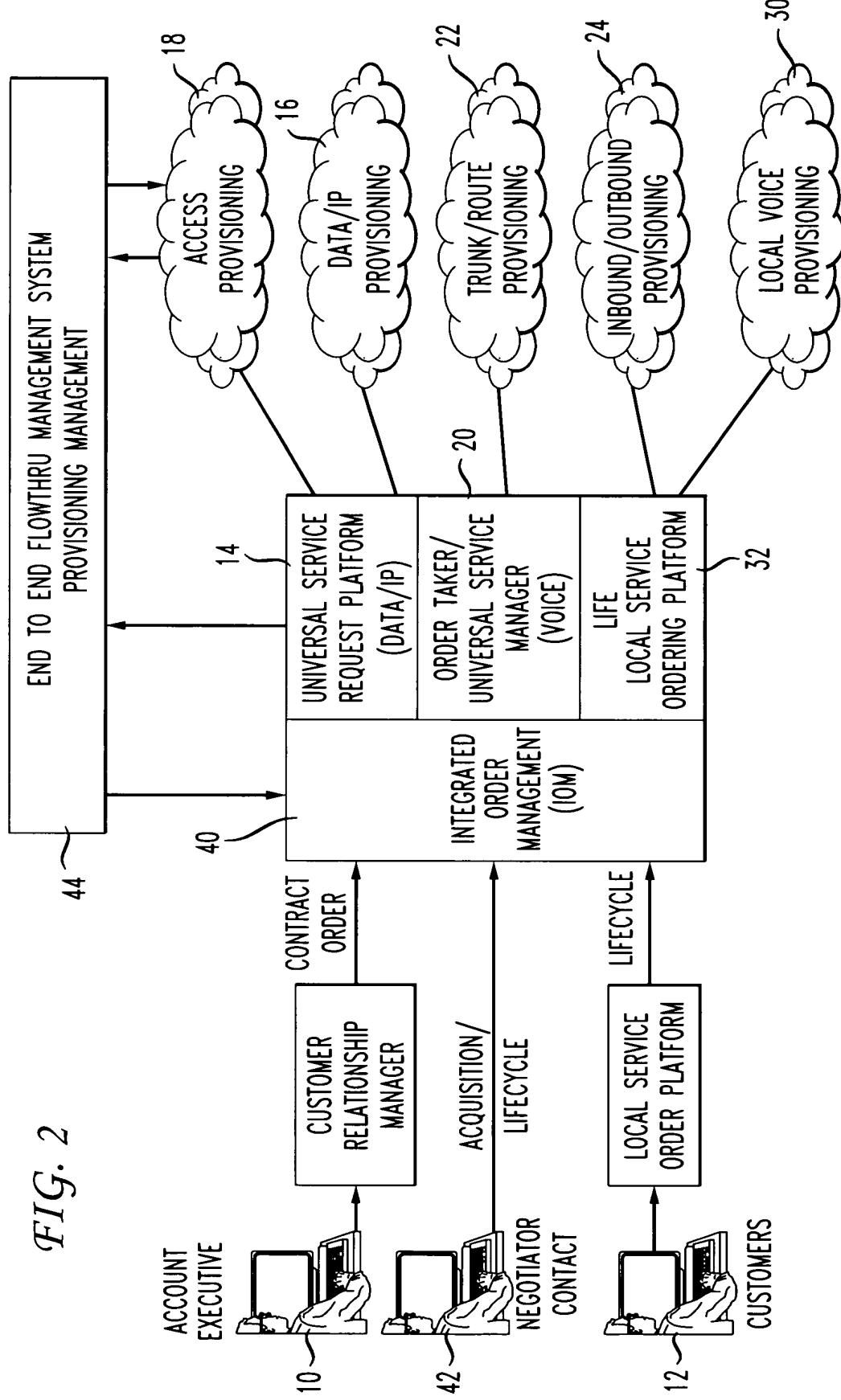
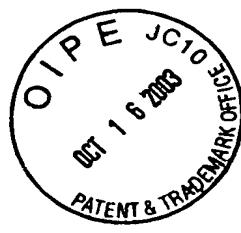


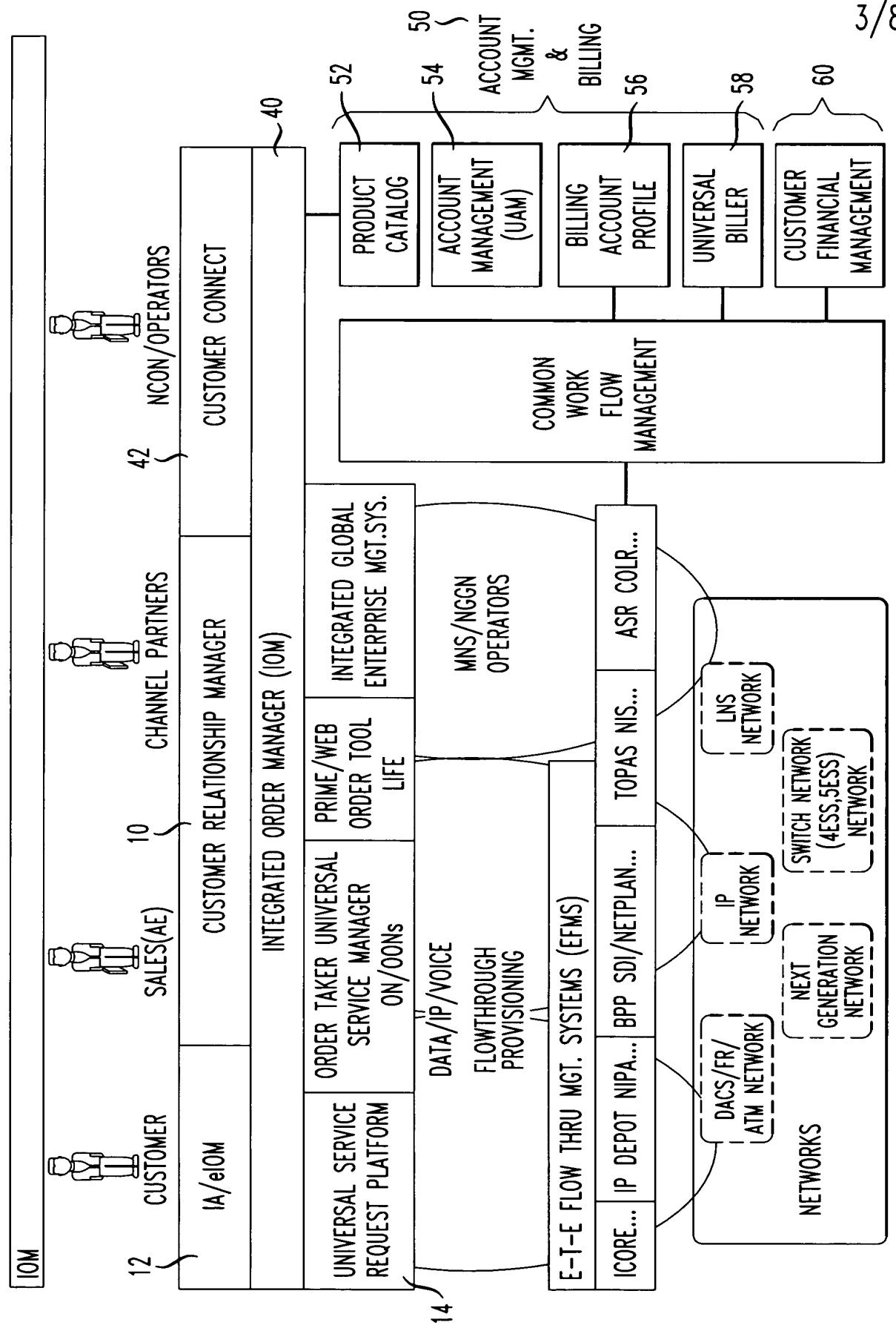
FIG. 2

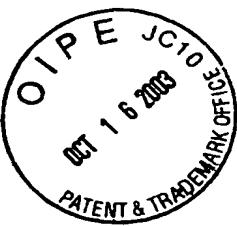




2002-0278

FIG. 3





4/8

FIG. 4

Integrated Ordering Manager (IOM)

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

AT&T Business CRM Data Gathering

Integrated Order Manager (IOM) Home | Interactive Advantage | Write Us | Close | Help

Tue. Aug 13 17:22:54 EDT 2002 | User ID: 9820337 | View Cart

Account

Order

- ▷ Search
- ▷ New Service
- ▷ Frame Relay
- ▷ ATM
- ▷ Private Line
- ▷ Dedicated Voice
- ▷ Switched Voice
- ▷ Change Service
- ▷ Disconnect Service

Open

▷ Project/ Cart

▷

Project Management

▷

View

- ▷ Inventory
- ▷ Report
- ▷ Status
- ▷ Profile

Help

▷

▷ Outbound Switched Voice Training

Frame Relay Product Catalog

Please select one product:

Partial Order

- New T1.5 with M24 Access
- New FR Port
- New FR PVC

Domestic Frame Relay

Express Order

62 Access, Port, PVC Express Ordering

▷ Access, Port Express Ordering

▷ PVC/SIW PVC Express Ordering

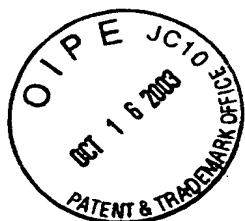
Partial Order

- New FR Port
- * Country
- New Fr PVC

International Frame Relay

NEXT

* For Full T1.5 ports, access can be ordered from Port screen.



5/8

FIG. 5

Integrated Ordering Manager (IOM)

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

AT&T Business CRM Data Gathering

Integrated Order Manager (IOM) Home | Interactive Advantage | Write Us | Close | Help

Tue. Aug 13 17:25:08 EDT 2002 | User ID: 9820337 | View Cart

Account

▷ Search

Order

▷ New Service
▷ Frame Relay
▷ ATM
▷ Private Line
▷ Dedicated Voice
▷ Switched Voice
▷ Change Service
▷ Disconnect Service

Open

▷ Project/ Cart
▷

Project Management

▷
▷

View

▷ Inventory
▷ Report
▷ Status
▷ Profile

Help

▷
▷ Outbound Switched Voice Training

Select Account Information

Add New Relay Access, Port, PVC
Page 1 of 6

Select the Account for the order if it is not correct.
Note: Fields marked with a black asterisk(*) are required.

MCN/AT&T

* This order is being placed for: Customer# GRC SOC Name
720880 000 NE 3COM ▽

* Select Contract/CAPN: 98103001 ▽ 62

* Enter the Technical Contact who can answer questions from
AT&T about the order.

The Technical Contact's Email address and/or Fax number is required.

① Select Existing Name: Jan Bogdanovich ▽

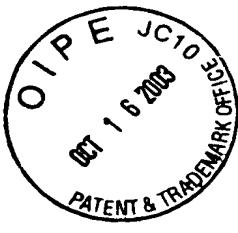
② Enter New Name:

* Phone: 508 - 323 - 1126 **

Email: jan_bogdanovich@3Com.com

Fax: - - ** 64

Back NEXT Cancel



6/8

FIG. 6

Integrated Ordering Manager (IOM)

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

AT&T Business CRM Data Gathering

Integrated Order Manager (IOM) Home | Interactive Advantage | Write Us | Close | Help

Tue. Aug 13 17:27:01 EDT 2002 | User ID: 9820337 | View Cart

Account: Enter Port Information Add New Relay Access, Port, PVC
Order: Page 2 of 6

Port Bill TO

* Select a Port Speed: 68

* Select a Protocol: 66

* Enter your Port Alias or Port DLCI:

Port Alias: (Name to use on future reports)

Port DLCI: (If Blank, one will be assigned. Range 16 to 1007)

View:

Help: Back NEXT Cancel

7/8

FIG. 7

Integrated Ordering Manager (IOM)

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

AT&T Business CRM Data Gathering

Integrated Order Manager (IOM) Home | Interactive Advantage | Write Us | Close | Help

Tue. Aug 13 17:28:15 EDT 2002 | User ID: 9820337 | View Cart

Account Page 3 of 6

Order

Open

Project Management

View

Help

Enter Access Information

The speed you selected requires T1.5 With M24

* Do you want to search for an existing T1.5 With M24
 Yes, Search for an existing T1.5 With M24
 No, Order a New T1.5 With M24.

* No Channels selected. (We recommend SINGLE_CKT)

* Select a Jack Type: (We recommend

* Use AT&T Preferred Access Provider?
 Yes
 No (Note: Selecting "No" may incur extra charges)

Special Installation Instructions (i.e.: Call first before coming):
 Special Characters are not allowed and you can not exceed 143 Characters. 70

Important: Inside wiring is your company's responsibility.



8/8

FIG. 8

Integrated Ordering Manager (IOM)

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

AT&T Business CRM Data Gathering

Integrated Order Manager (IOM) Home | Interactive Advantage | Write Us | Close | Help

Tue. Aug 13 17:34:27 EDT 2002 | User ID: 9820337 | View Cart

Account Add New Relay Access, Port, PVC
Order Page 4 of 6

Open

Project Management

View

Help

Enter Local Information

* Has Service been installed at the port's location?
 No, it is a new location
 Yes, it is an existing location

Location Address

* Existing Name:

New Name:

* Street:

Building:

* Room: Suite:

* City: *Floor:

* Country: * State: *Zip

Local Contact

* Contact Name: * Contact Phone: - - **
Contact Email: * Local Area Code and Exchange: -